Freedom of Information request: 2019/0050

Thank you for your Freedom of Information request received on 13th February 2019. In your request you asked the following:

Your Request:

A. Enterprise Resource Planning Software Solution (ERP) - this is the organisation’s main ERP system and may include service support, maintenance and upgrades.
B. Primary Customer Relationship Management (CRM) Solution - this is the organisation’s main CRM system and may include service support, maintenance and upgrades. Example of CRM systems the organisation may use could include Microsoft Dynamics, Front Office, Lagan CRM, Firmstep
C. Primary Human Resources (HR) and Payroll Software Solution - this is the organisation’s main HR/payroll system and may include service support, maintenance and upgrades. In some cases the HR contract may be separate to the payroll contract please provide both types of contracts. Example of HR/Payroll systems the organisation may use could include iTrent, Resourcelink.
D. The organisation’s primary corporate Finance Software Solution - this is the organisation’s main Finance system and may include service support, maintenance and upgrades. Example of finance systems the organisation may use could include E-Business suite, Agresso (Unit4), eFinancials, Integra, SAP

In some cases you may come across contracts that provide service support, maintenance and upgrades separate to the main software contract, please also provide this information in the response following the requested data below.

For each of the categories above can you please provide me with the relevant contract information listed below:

1. Software Category: ERP, CRM, HR, Payroll, Finance
2. Name of Supplier: Can you please provide me with the software provider for each contract?
3. The brand of the software: Can you please provide me with the actual name of the software. Please do not provide me with the supplier name again please provide me with the actual software name.
4. Description of the contract: Please do not just state two to three words can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.

Please also include any modules included within the contract as this will support the categories you have selected in question 1.

5. Number of Users/Licenses: What is the total number of user/licenses for this contract?
6. Annual Spend: What is the annual average spend for each contract?
7. Contract Duration: What is the duration of the contract please include any available extensions within the contract.
8. Contract Start Date: What is the start date of this contract? Please include month and year of the
contract. DD-MM-YY or MM-YY.
9. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
10. Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.
11. Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number).

Our response:

I can confirm UK Research and Innovation (UKRI) does hold information relevant to your request. Please see the response attached at Annex A.

UK Research and Innovation brings together seven Research Councils, (AHRC, BBSRC, EPSRC, ESRC, MRC, NERC and STFC), Innovate UK and Research England.

Information in response to headings A, B, C, and D above has been provided by UK Shared Business Service (UKSBS) for who have handled this UKRI procurement with the exception of Innovate UK. Due to legacy arrangements, Innovate UK have provided a separate response, and BBSRC and STFC have provided additional information in response to heading B.

Some information has been withheld under Section 31(1)(a). This is a qualified exemption and we are required to undertake a public interest test. When assessing whether or not it was in the public interest to disclose the information to you we took into account the following factors:

Section 31(1)(a) exempts information if its disclosure is likely to prejudice the prevention or detection of crime.

Considerations in favour of the release:

- There is a general public interest in the disclosure of this information to ensure transparency and openness of a public organisation.
- There is also a public interest in the transparency in order to ensure accountability of public organisations and how they spend public money.

Considerations in favour of withholding the information:

- Releasing this information would make UK SBS and its clients more vulnerable to crime; namely, a malicious attack on UK SBS computer systems. As such release of this information would prejudice the prevention or detection of crime by making UK SBS computer systems more vulnerable to hacking.
- There is an overwhelming public interest in keeping government computer systems secure which would be served by non-disclosure.

It has therefore decided that the balance of the public interest lies clearly in favor of withholding the information on this occasion.

If you have any queries about this response please contact me, or if you are unhappy with the service you have received in relation to your request and wish to request a review of our decision, please write to:

Complaints Officer
UK Research and Innovation
Polaris House
North Star Avenue
Swindon
SN2 1FL

www.ukri.org
Email: foi@ukri.org

Please quote the reference number above in any future communications.

If you are still not content with the outcome of the review, you may apply to refer the matter to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review procedure provided by UKRI. The Information Commissioner can be contacted at:

Information Commissioner
Wycliffe House,
Water Lane
Wilmslow
Cheshire
SK9 5AF

Enquiry/Information Line: Between 9am and 5pm Monday to Friday 0303 123 1113 or 01625 545745
Further information about the Office of the Information Commissioner can be found at http://www.ico.gov.uk/

Yours sincerely,

UK Research and Innovation, Information Governance Team
Email: foi@ukri.org
A. Enterprise Resource Planning Software Solution (ERP) - this is the organisation’s main ERP system and may include service support, maintenance and upgrades.

B. Primary Customer Relationship Management (CRM) Solution - this is the organisation’s main CRM system and may include service support, maintenance and upgrades. Example of CRM systems the organisation may use could include Microsoft Dynamics, Front Office, Lagan CRM, Firmstep.

C. Primary Human Resources (HR) and Payroll Software Solution - this is the organisation’s main HR/payroll system and may include service support, maintenance and upgrades. In some cases the HR contract maybe separate to the payroll contract please provide both types of contracts. Example of HR/Payroll systems the organisation may use could include iTrent, Resourcelink.

D. The organisation’s primary corporate Finance Software Solution - this is the organisation’s main Finance system and may include service support, maintenance and upgrades. Example of finance systems the organisation may use could include E-Business suite, Agresso (Unit4), eFinancials, Integra, SAP

1. Software Category:
   UKSBS: ERP, CRM, HR, Payroll and Finance
   Innovate UK: ERP, CRM, HR, Payroll and Finance

2. Name of Supplier: Can you please provide me with the software provider for each contract?
   UKSBS: Oracle for all.

3. The brand of the software: Can you please provide me with the actual name of the software. Please do not provide me with the supplier name again please provide me with the actual software name.
   UKSBS: Withheld under section 31
   Innovate UK: n/a Salesforce is Salesforce, Workday is Workday.

4. Description of the contract: Please do not just state two to three words can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.
   UKSBS: The Oracle contracts include Maintenance, Support and Upgrade Contracts.
   Innovate UK: Salesforce service licences of 300+ users including support. Workday is 500+ users with access support with Workday and our implementation partner Kainos.

Please also include any modules included within the contract as this will support the categories you have selected in question 1.

5. Number of Users/Licenses: What is the total number of user/licenses for this contract?
   UKSBS: 18000
   Innovate UK: 300 Salesforce Licences. 500 Workday Licences.

6. Annual Spend: What is the annual average spend for each contract?
   UKSBS: Average Annual Spend for all Contracts is £3million
   Innovate UK: Salesforce is approximately £200k. Workday is approximately £160k.
7. Contract Duration: What is the duration of the contract please include any available extensions within the contract.
   UKSBS: The main Contract is 36 Months
   Innovate UK: Salesforce is year on year, due for renewal November 2019. Workday is due for renewal July 2019.

8. Contract Start Date: What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
   UKSBS: May 2018
   Innovate UK: Salesforce was 2016 to November 2019. Workday was July 2017 to July 2019.

9. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
   UKSBS: Main Contract Expires May 2021
   Innovate UK: Salesforce was 2016 to November 2019. Workday was July 2017 to July 2019.

10. Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.
    UKSBS: This will be reviewed in May 2020
    Innovate UK: The Workday contract is currently being reviewed as it was due for review in March 2019. Salesforce is being reviewed in July 2019.

11. Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number).
    UKSBS: ISS Supplier Management Team - 01793 867000
    Innovate UK: IT Team - 0300 321 4357

Information in response to headings A, B, C, and D above has been provided by UK Shared Business Service (UKSBS) who handle UKRI procurement, and Innovate UK. Due to legacy arrangements, BBSRC and STFC have provided additional information in response to heading B (CRM).

1. Software Category
   BBSRC: CRM
   STFC: CRM

2. Name of Supplier: Can you please provide me with the software provider for each contract? –
   BBSRC: Interactive Software
   STFC: Microsoft

3. The brand of the software: Can you please provide me with the actual name of the software. Please do not provide me with the supplier name again please provide me with the actual software name.
   Withheld under section 31

4. Description of the contract: Please do not just state two to three words can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.
   BBSRC: This is an Annual licence, support and maintenance contract.
   STFC: Microsoft Enrollment for Education Solutions (EES) contract for a subscription to the online version of Dynamics 365

   Please also include any modules included within the contract as this will support the categories you have selected in question 1.
5. Number of Users/Licenses: What is the total number of user/licenses for this contract?
   BBSRC: 12
   STFC: 29

6. Annual Spend: What is the annual average spend for each contract? Average Annual Spend for all Contracts
   BBSRC: £5000
   STFC: £11,706 + VAT

7. Contract Duration: What is the duration of the contract please include any available extensions within the contract.
   BBSRC: Rolling 12 Month
   STFC: 12 months

8. Contract Start Date: What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
   BBSRC: January 2010
   STFC: May 2018

9. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
   BBSRC: April 2020 (End of current maintenance)
   STFC: April 2019

10. Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.
    BBSRC: It is likely that any replacement of this software will be provided as a UKRI platform not from BBSRC. The product will be reviewed in October 2019.
    STFC: March 2019

11. Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number).
    UKSBS: ISS Supplier Management Team - 01793 867000